MWR Accreditation

- **Recognition History**
  - Program awards (1980-90s) at MWR Conferences
  - Liberty Holiday Program Awards
- **Why Accreditation?**
  - MWR is the only N9 program without a process
  - Rigorous quantitative, qualitative assessment
- **Purpose**
  - Recognize quality installation MWR organizations

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Focus of Accreditation

- **Four areas align with balanced scorecard and MWR FY11 Business Plan**
  - Program
  - Financial
  - Personnel Management
  - Customer Satisfaction
- **Three, Four and Five Star levels**
- **FY cycle**

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Focus of Accreditation

- **Program**
  - MWR Program Standards
    - All sections of Standards
    - Customer Service Survey
  - DoD Fitness and Library Standards
- **Financial**
  - Cash Flow to Plan
  - Self-generated NAF Revenue to Plan
  - Overall Category C Performance

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Focus of Accreditation

- **Personnel Management (Employees)**
  - Employee Satisfaction – CFI Score
  - Employee Turnover – FT NF3/GS7 and above
  - Employee Appearance and SOP in place

- **Customer Satisfaction**
  - Customer Satisfaction – CFI Score
  - 25 question survey from program standards
  - Facilities and Grounds Appearance

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Three Star Assessment

MWR Installation Accreditation Program		Select Answer from Drop Down Box	Source Data	Who Gathers Data?	Who Validates?
Three Star MWR Programs provide:					
	Measure/Variance				
Each MWR Program achieves an overall PDC score of 5.0 or higher		No	PDC	Base	Region
Programs					
Each MWR Program with approved Navy standards achieve a 'Programming' (Metric 3) score of:	PDC score greater than 5.0	Yes	PDC	Base	Region
Library program meets DoD Standards	Yes	Yes	OSD Checklist	Base	
Fitness program meets DoD Standards	Yes	No	OSD Checklist	Base	
Financial Management (Fiscal Year)					
Cash Flow to Plan	Less than 5% negative	No	SAP	Region	NIC N94
Self-generated NAF Revenue to Plan	Less than 5% negative	No	SAP	Region	
Overall CAT Cs at least Break Even - Net Profit		No	SAP	Region	
Personnel Management (Fiscal Year)					
Employee Satisfaction, CFI Score	Score of at least 72	No	CFI Survey	Base	Region
Employee Turnover for NF3/GS7 and above full time employees	<15%	No	SAP HR	Base	
Employee appearance/uniform SOP is in place and enforced		No	Base	Base	Region
Customer Satisfaction					
Customer Satisfaction, CFI Score	Score of at least 75	No	CFI Survey	Base	Region
Facilities and grounds are kept neat, clean, and free of litter		No	Base	Base/Region	Region

Four Star Assessment

MWR Installation Accreditation Program			Select Answer from Drop Down Box	Source Data	Who Gathers Data?	Who Validates?
Four Star MWR Programs provide:						
	Measure/Variance					
Each MWR Program achieves an overall PDC score of 6.0 or higher			No	PDC	Base	Region
Programs						
Each Core Program with approved standards achieve a 'Programming' (Metric 3) score of:	PDC score greater than 7.0		No	PDC	Base/Region	Validation Team
Each Non Core Program with approved standards achieve a 'Programming' (Metric 3) score of:	PDC score greater than 6.0		No	PDC	Base/Region	
Library program meets DoD Standards	Yes		No	OSD Checklist	Base/Region	
Fitness program meets DoD Standards	Yes		No	OSD Checklist	Base/Region	
Financial Management (Fiscal Year)						
Cash Flow to Plan	Meets or Exceeds plan		No	SAP	Region	NIC N94
Self-generated NAF Revenue to Plan	Meets or Exceeds plan		No	SAP	Region	
Overall CAT Cs achieved minimum 5% net profit			No	SAP	Region	
Personnel Management (Fiscal Year)						
Employee Satisfaction, CFI Score	Score of at least 75		No	CFI Survey	Base/Region	Validation Team
Employee Turnover for NF3/GS7 and above full time employees	<10%		No	SAP HR	Base/Region	
Employee appearance/uniform SOP is in place and enforced			No	Base	Base	Region
Customer Satisfaction						
Customer Satisfaction, CFI Score	Score of at least 78		No	CFI Survey	Base/Region	Validation Team
Facilities and grounds are kept neat, clean, and free of litter			No	Base	Base/Region	

Five Star Assessment

MWR Installation Accreditation Program		Select Answer from Drop Down Box	Source Data	Who Gathers Data?	Who Validates?
Five Star MWR Programs provide:					
	Measure/Variance				
Each MWR Program Achieves an overall PDC score of 7.0 or		No	PDC	Base	Region
Programs					
All MWR Programs with approved standards achieve a 'Programming' (Metric 3) score of:	PDC score greater than 7.0	No	PDC	Base/Region	Validation Team
Library program meets DoD Standards	Yes	No	OSD Checklist	Base/Region	
Fitness program meets DoD Standards	Yes	No	OSD Checklist	Base/Region	
Financial Management (Fiscal Year)					
Cash Flow to Plan	Exceeds Plan by 5%	No	SAP	Region	NIC N94
Self-generated NAF Revenue to Plan	Exceeds Plan by 5%	No	SAP	Region	
Overall CAT Cs are minimum 10% profitable, no Red Flag status		No	SAP	Region	
Personnel Management (Fiscal Year)					
Employee Satisfaction, CFI Score	Score of at least 80	No	CFI Survey	Base/Region	Validation Team
Employee Turnover for NF3/GS7 and above full time employees	<5%	No	SAP HR	Base/Region	
Employee appearance/uniform SOP is in place and enforced		No	Base	Base/Region	
Customer Satisfaction					
Customer Satisfaction, CFI Score	Score of at least 80	No	CFI Survey	Base/Region	Validation Team
Facilities and grounds are kept neat, clean, and free of litter		No	Base	Base/Region	

Performance Data Call (PDC)

- Just like the old days!
- New location:
  - MWR Business Model
    - https://www.itt-ems.com/mwr/
    - Customer Su

- Accreditation
    - Templates
    - FAQs

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MWR Accreditation

- **Timeline**
  - CNICNOTE 1710 dtd 19 Oct 2010
  - WARNORD and Tasker release – TBD
  - Start customer surveys ASAP!
  - 31 January 11 Installation results due to Region
  - 28 February 11 Region results due to CNIC N92
  - 31 March 11 CNIC validates 4 & 5-star nominees
  - 31 May 11 on-site validation concludes
  - CNIC Recognition

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